MAAP
IMPLEMENTATION TEAM TASKS AS OF 02/25/2003

- Develop a fall back plan, including a date when "go back" is impossible.
  - All - 01/2004 – 03/2004

- Determine dates when legislative and business driven changers to the existing system need to be cut off. Work with management to reduce changes to a minimum.
  - Legislative – PC – 02/2003 – 10/2003
  - Department of Safety – DR – 02/2003 – 10/2003

- Review options for phased in implementation versus "Big Bang" approach including development of a pro / con list
  - CF, CD, JB, DR, RH – 02/2003 – 12/2003

- Determine the last date for rolling out additional towns on the existing system.
  - DR, KM, VB – 04/2003 – 08/2003

- Determine how long after MAAP deployment the rollout of additional towns can begin.
  - DR, KM, VB – 05/2004

- Determine how long after MAAP deployment that a rollout of new printer technology can begin (assumes 6 month minimum after MAAP rollout).
  - DR, CD – 12/2003

- Determine how to deploy any needed hardware and software upgrades in Registration and Municipal Agent offices across the State.
  - Determine needs – S&CSI, JS, CF, RH – 02/2003 – 04/2003
  - Find funding – PC – 10/2003 – 12/2003
  - Finalize specifications and order – JS – 01/2004 - 02/2004
  - Deploy – JS, CF – 03/2004 – 05/2004

- Determine the need to deploy technical and / or business assistance to offices at deployment. Determine number of people and the length of time the assistance will be needed.
  - Determine requirements – KM – 02/2003 – 07/2003
  - Find funding – VB – 07/2003 – 12/2003

- Review staffing levels of the IT and business Help Desks – short term for deployment and long term.
  - DMV Help Desk - KM
    - Determine need – 07/2003 – 09/2003
    - Obtain & develop staff 09/2003 – 04/2004
  - IT Help Desk - JS
    - Determine need – 07/2003 – 09/2003
    - Obtain & develop staff 09/2003 – 04/2004
  - Application Development Help Desk - DR
    - Determine need – 07/2003 – 09/2003
    - Obtain & develop staff 09/2003 – 04/2004

- Convert 11 existing Municipal Agent towns and Rochester and Gorham substations presently on 19.2 KB SDLC data lines and 1 dial town to frame relay or network dial in.
  - Determine and order equipment and lines – CF, JS – 08/2003
  - Deploy – CF – 09/2003 – 12/2003

- Convert Registration and Title Bureau "dumb" terminals to PC's.
  - Determine numbers – CF – 01/2004
  - Order equipment – JS – 01/04/2004
  - Deploy equipment – JS, CF – 02/2004 – 04/2004

- Determine what Safety bureaus other than Title and Registration use registration and title data entry or inquiry.
  - Develop list of needs – JB – 02/2003 – 04/2003
  - Training requirements – JB – KM, JB – 05/2003 – 07/2003
  - Convert any "dumb" terminals to PC's. – JS, CF – 09/2003 – 03/2004

- Determine Computer Operations needs.
  - Training – JL, JB, RH - 01/2004 – 03/2001
  - Documentation – JL, RH – 01/2004 – 03/2004
  - Monitoring – JL, JB – 01/2004 – 03/2004
  - Schedule – JL, RH – 01/2004 – 03/2004

- Develop system standards and procedures agreements – PC, Exec Board Pres – 10.2003 – 12/2003
  - Between DOS and the cities with their own registration software
  - Between DOS and the towns using vendor provided software
  - Review the need to modify Municipal Agent agreements.
  - Establish service levels for equipment repair

- Develop a plan for user training. – RH, DR, KM – 07/2003 – 09/2003

- User setup and maintenance (passwords, etc.) – RH, CD, JL – 04/2004 – 06/2004

- Implementation strategies
  - Data conversion – AR – 01/2004 – 06/2004
  - Timing – RH, JB, CD – 01/2004 – 06/2004
  - Pilot locations – RH, JB, KM – 01/2004 – 06/2004
  - Parallel processing? – RH, JB, CD – 01/2004 – 06/2004
  - Model Office? – RH, JB – 01/2004 – 06/2004

- Develop (if needed) revised accounting procedures – JB, CJ – 02/2003 – 09/2003

- Development of post implementation metrics – KM – 04/2004 – 06/2004
  - DMV Help Desk calls
  - Number of users
  - Number of municipal agents
  - DMV Help Desk protocol with towns and vendors

- Plan deployment of new printer technology – CD, JS, CF, Vendor – 07/2004 – 10/2004
  - For registrations and plate stickers
  - For validation, short slips, etc.

- Issues when MAAP is not available to towns & DMV Offices
  - How produce & issue stickers & reg cards – develop DMV policy – JB, VB, 01/2004 – 03/2004

- How to kill all IDMS Title, Reg, Boat (others?) permissions and be able to go back quickly. – CD, AR – 01/2004 – 03/2004

- Verify budget after determining hardware and software needs – CD – 07/2003 – 08/2003